



DEPARTMENT OF THE ARMY
HEADQUARTERS, 1ST PERSONNEL COMMAND
UNIT 29058
APO AE 09081

AEUPE

MEMORANDUM FOR 1st Personnel Command
SUBJECT: DOIM Service Level Agreement

1. This policy establishes guidelines for 1st PERSCOM personnel at Kilbourne Kaserne and Tompkins Barracks.
2. Network and Server availability.
 - a. 0700-1830 the DOIM will provide 100% availability
 - b. The DOIM will not schedule maintenance or in any way knowingly cause services to be unavailable during these times.
 - c. 1831-0659 DOIM will provide services on a "best effort" basis.
 - d. Whenever possible DOIM will provide at least 24 hours notice via e-mail when scheduling routine maintenance.
3. The Help Desk availability.
 - a. The Help Desk number 379-6313 will be manned and answered between the hours of 0730-1700.
 - b. DOIM will provide "voice mail" capabilities for leaving messages, in the event call volume exceeds our ability to staff the phones.
 - c. Voice messages will be answered as soon as a technician is available.
 - d. During standard business hours this time will not exceed 10 minutes.
 - e. Thursdays between 0830-1000 the DOIM will answer phones, however immediate response will be limited to urgent calls that can't wait until after 1000.
4. Call Resolution. (See attachment 1 for definitions)
 - a. Urgent. These calls receive immediate attention and will be closed ASAP. (Should not exceed 1 hour.)
 - b. Routine. These calls will be responded to within 24 hours, but repairs or replacements will be made on a "best effort" basis.
 - c. Low. These calls will be responded to within 3 days and resolved on a time available basis.
 - d. After COB support hours are 1701-0729.
 - e. DOIM will provide "voice mail" service on the 9-6313 help desk number.
 - f. Routine and Low priority calls will be responded to as if they were received the following business day.
 - g. Urgent request calls will be instructed to call the SDO, and the SDO will use the DOIM notification roster to locate a member of the DOIM staff.
 - h. Calls will be resolved on a "best effort" basis.
5. Call Tracking.
 - a. The DOIM will place all trouble calls in "Perfect Tracker" the help desk tracking software available on the Information Management page of the 1st PERSCOM Internet page.
 - b. The help desk technician will provide the caller with the ticket number for future reference.

c. Upon resolution the caller will be notified via email that the call has been closed and provided a summary of the ticket.

6. Customer Responsibilities.

a. Accurately self assess appropriate call priority.

(1) Customer will self assign an appropriate priority to calls following the established criteria.

(2) Limit where ever possible the use of the urgent priority.

b. Access services through established channels.

(1) Regular business hours.

(2) Urgent calls will be initiated by calling the help desk 9-6313. If a technician does not answer, the caller will leave a voice message with at least the following information. The call priority, caller name, phone number, alternate number, and a brief description of the problem.

(3) If the call is not returned within 10 minutes the customer will attempt to contact Robert Waldt, 9-5041 or Keith Creiglow, 9-5058.

(4) Routine calls when possible should be logged on the DOIM help desk page.

(5) Routine calls can also be initiated by calling the help desk at 9-6313.

(6) If a technician doesn't answer, the caller will leave a voice message with information from sub paragraph 2.

(7) Low Priority calls should be entered on the DOIM help desk page.

(8) Customers should refrain from calling individual help desk members with new issues.

(9) After COB customers will call the SDO, leave a phone number and alternate number.

(10) Customers should refrain from attempting to fix system level problems, install hardware, software, edit the registry, or engage in any other behavior that could cause the computer to become unusable. Customers should use the DOIM to fix problems.

(11) The DOIM should be notified of all upcoming high OP-TEMPO events.

(12) The director will notified by e-mail of upcoming OP-TEMPO periods that may require support outside of normal business hours or would necessitate delays in regularly scheduled maintenance.

7. Service Problem Resolution.

a. If a customer is not satisfied with the service they are receiving from the DOIM or feels that the DOIM is not meeting their responsibilities within this document the following Chain of Command should be used for escalation of issues.

(1) Robert Waldt, Chief, Info Center

(2) Keith Creiglow, DOIM

(3) Donald J. Hendrix, COL, AG, Deputy Commander

b. Customers who do not follow appropriate trouble reporting procedures may not receive service within the allotted time frames.

8. Soldiers First!

Sincerely,



Samuel B. Retherford
Colonel, U.S. Army
Commanding

Encl
Priority Levels

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